



Iowa Department of Human Services

Iowa's Medicaid Program Updates

Member and Provider Services
Iowa Medicaid Enterprise



Newly Eligible Members Enrolling After April 1, 2016

- Newly eligible members will be tentatively assigned to an MCO in their MCO enrollment packet; based on an algorithm to keep families together
 - Will still have a choice period end date to select a particular MCO for their IA Health Link enrollment date
- Members will have **90 days** from their enrollment date to change their MCO for any reason, and for “Good Cause” after that
- Members will also have an annual choice period to select an MCO, based on their DHS annual application renewal date. If the member does not change their MCO at that time, they will remain with their previous MCO.



Important Note on the Transition Period to Managed Care

- All Medicaid eligible members will be considered Fee-for-Services (FFS) in their first- to second- month of receiving benefits
 - During this time, Iowa Medicaid will assist members and handle billing claims directly
- Members who will be transitioning to managed care will receive their MCO enrollment information in the first- to second- month of their enrollment with Iowa Medicaid
- Members/providers having questions about the member's benefits, services, or eligibility before they transition to managed care must contact Iowa Medicaid Enterprise



IA Health Link Enrollment Cut-Off Dates 2016

Effective Coverage Date	Choice Cut-Off Date
July 1, 2016	June 16, 2016
August 1, 2016	July 19, 2016
September 1, 2016	August 18, 2016
October 1, 2016	September 16, 2016
November 1, 2016	October 19, 2016
December 1, 2016	November 17, 2016
January 1, 2017	December 19, 2016

Members who change their MCO will continue to receive MCO coverage from their current MCO until the MCO change takes effect. If a member changes their MCO in the middle of the month, the change may not take effect for two months.



Out-of-State and Out-of-Network Providers

While each MCO has signed a number of the out-of-state providers that are currently enrolled in Medicaid, others have indicated that they will only serve members in the future through single case agreements.

- **The member will never be forced to pay out-of-pocket for an Iowa Medicaid provider.** The provider may accept the out-of-network rate from the MCO, or choose not to see the patient.
- **Members can be billed from providers who are not participating with the MCOs or Medicaid.** The provider must notify that they will pay out-of-pocket prior to services, or the provider may choose not to see the patient.



Iowa Department of Human Services

MCO ID Cards

Amerigroup Iowa

ia health link **Amerigroup**
An Amerigroup Company

Effective Date: _____
Date of Birth: _____
Amerigroup #: _____

www.myaerigroup.com/IA
Amerigroup Iowa, Inc.

Member Name: _____
Medicaid Number: _____
Primary Care Provider (PCP): _____
PCP Telephone #: _____
Vision: 1-800-879-0101

Copays: Nonemergency ER Visits: \$3
No Other Copays

Member Services/Behavioral Health: 1-800-695-4441 (TTY 711)
24/7 Amerigroup On Call Nurse HelpLine: 1-866-864-2544 (TTY 711)

AmeriHealth Caritas

ia health link **AmeriHealth Caritas**
Iowa

Member name: _____
Doe, John
AmeriHealth Caritas Iowa ID: 123456789
Sex: M
DOB: MM/DD/YYYY
State ID: 1234567890123

Primary Care Provider (PCP): _____
PCP Last Name, PCP First Name
Group Name
PCP phone number: 1-555-555-1234
Effective: 00/00/0000

Copays: _____
ER* PCP SPEC RX(G) RX(B)

*Limits may apply to dental services.

UnitedHealthcare

UnitedHealthcare | Community Plan
Health Plan/Plan de salud (80840) 911-87726-04

Member ID/ID del Miembro: 999999999 Group/grupo: IAQHP
Member/Miembro: SUBSCRIBER M BROWN Payer ID/ID del Pagador: 87726

PCP Name/Nombre del PCP: DR. PROVIDER BROWN
PCP Phone/Teléfono del PCP: (999)999-9999

DOB: 00/00/0000

OPTUMRx
Rx Bin: 610494
Rx Org: ACUA
Rx PCN: 4444

04/01/14 Iowa Medicaid
Administered by UnitedHealthcare Plan of the River Valley, Inc.

MEMBERS: Please carry this card at all times. Show this card before you get medical care. You do not need to show this card before you get emergency care. If you have an emergency, call 911 or go to the nearest emergency room. Always call your Amerigroup PCP for non-emergency care. If you have questions, call Member Services at 1-800-600-4441. If you are deaf or hard of hearing, call 711.

MIEMBROS: Lleve esta tarjeta de identificación con usted siempre. Muéstrela antes de recibir cualquier servicio médico. No tiene que mostrar esta tarjeta antes de recibir cualquier servicio de emergencia. Si tiene una emergencia, llame al 911 o vaya a la sala de emergencias más cercana. Llame siempre a su PCP de Amerigroup para cualquier cosa que no sea de emergencia. Si tiene preguntas, llame a Servicios al Miembro al 1-800-600-4441. Si es sordo o tiene problemas auditivos, llame al 711.

HOSPITALS: Pre-admission certification is required for all non-emergency admissions, including outpatient surgery. For emergency admissions, notify Amerigroup within 24 hours after treatment at 1-800-454-3730.

PROVIDERS: Certain services must be preauthorized. Care that is not preauthorized may not be covered. For preauthorization information, call 1-800-454-3730.

PHARMACIES: Submit claims using Express Scripts RXBIN: 003658, RXPCN: MA, RXGRP: WYKY. For technical help, call Express Scripts at 1-855-680-8353.

SUBMIT MEDICAL CLAIMS TO:
AMERIGROUP • P.O. BOX 81010 • WILMINGTON BEACH, VA 23406-1010
USE OF THIS CARD BY ANY PERSON OTHER THAN THE MEMBER IS FRAUD.

004 0016

ia health link **AmeriHealth Caritas**
Iowa

PO Box 1516, Des Moines, IA 50305
www.amerithealthcaritasia.com

Always carry your AmeriHealth Caritas Iowa card. You'll need it to get your benefits. Go to your AmeriHealth Caritas Iowa Primary Care Provider (PCP) to request a card.

Emergency room: Go to an emergency room, but only when you believe your medical condition may be an emergency. If you get emergency care, please notify your PCP.

*Government applies for non-emergency care to the ER. Submit area card. Report out-of-area care to AmeriHealth Caritas Iowa and your PCP within 48 hours. Member health, drug, and dental services. Call Member Services at 1-800-832-2465.

AmeriHealth Caritas Iowa
Claims Processing
P.O. Box 705, London, KY 40302

Monitor SERVICES and filing grievances: 1-855-332-3440 or TTY 1-844-216-2471
Provider Services and prior authorization: 1-844-411-0579
Report Medical Fraud: 1-800-831-1264
To speak with a nurse helpline: 1-855-216-6065
Primary Member Services: 1-855-332-3440 or TTY 1-844-216-2471
Pharmacy RXBIN: 1600428
Pharmacy RXPCN: 16790000
Pharmacy Provider Services: 1-855-328-1612

All other insurance papers must be filed before AmeriHealth Caritas Iowa, paper of last resort.

UnitedHealthcare

En caso de emergencia, acuda a la sala de emergencia más cercana o llame al 911. In an emergency, go to the nearest emergency room or call 911. Unauthorized use of non-plan providers may result in benefits denial. www.MyUHC.com/CommunityPlan

For Members/Para Miembros: 800-454-9454 TDD 711

For Providers: www.unitedhealthcareonline.com 888-650-3462
Claims Address: P.O. Box 5220, Kingston, NY 12402-5220

For Pharmacist: 877-305-8952
Pharmacy Claims: OptumRx, PO Box 29044, Hot Springs, AR 71903



MCO Eligibility Verification Tools

Amerigroup Iowa, Inc.:

- Automated voice response: 1-800-338-7752
- Provider Services: 1-800-454-3730, Monday to Friday, 7:30 a.m. to 6:30 p.m.
- Web portal: Availity

AmeriHealth Caritas Iowa, Inc.:

- Provider Services: 1-844-411-0579
- Behavioral Health Provider Services: 1-844-214-2474
- Web portal: NaviNet

UnitedHealthcare Plan of the River Valley, Inc.:

- Provider Services: 1-888-650-3462
- Providers can go to UnitedHealthcareOnline.com website then hover over Patient Eligibility and Benefits and select Patient Eligibility

Refer to Informational Letter NO.1650-MC



IME Eligibility Verification Tools

Iowa Medicaid Enterprise

- Automated Line: 1-800-338-7752 (toll free) or 515-323-9639 (locally in Des Moines)
- Provider Services: 1-800-338-7909, Monday to Friday, 7:30 a.m. to 4:30 p.m.
- Web portal: <https://ime-ediss5010.noridian.com/iowaxchange5010/>

*IME systems do not contain *hawk-i* eligibility information



Iowa Medicaid Fee-for-Service

- The IME administers the Medicaid program for all non-MCO eligible members
- The IME is responsible for services rendered by:
 - Dental for Medicaid members
 - Local Education Agencies (LEAs)
 - Area Education Agencies (AEAs)



Prior Authorizations

- PAs with the MCOs are required
- For the first year, existing PAs at the time of the member enrollment shall be honored for the **first 90 days** or as otherwise designated in the contract
- After the first year, existing PAs at the time of the member enrollment shall be honored for the **first 30 days** or as otherwise designated in the contract
- Claims shall be paid by the MCO within the timeframes designated in the MCO contracts

Refer to Informational letter NO.1628-MC



Provider Enrollment Overview

- All in-state and out-of-state providers must enroll with Iowa Medicaid prior to enrollment with an MCO
- Provider Services continues the IME provider enrollment process
- The IME has the new Iowa Medicaid Universal Provider Enrollment Application, Form 470-0254
- Providers that are already enrolled with the IME **do not** need to enroll again



Provider's Contact Information

Provider Services		
Iowa Medicaid Contacts		
Iowa Medicaid Provider Services		Phone: 1-800-338-7909 7:30 a.m. – 4:30 p.m., Monday- Friday Fax: 515-725-1155 Email: IMEProviderServices@dhs.state.ia.us Website: https://dhs.iowa.gov/ime/providers
Verify Medicaid Member Eligibility (including MCO assignment, beginning April 1)		Eligibility Verification System (ELVS) 1-800-338-7752 (available 24/7)
MCO Contacts		
Amerigroup Iowa, Inc.	Provider Services	Phone: 1-800-454-3730 Email: iowamedicaid@amerigroup.com
AmeriHealth Caritas Iowa, Inc.	Provider Services	Phone: 1-855-287-7855 Email: iowaProviderNetwork@amerihealthcaritas.com
UnitedHealthcare Plan of the River Valley, Inc.	Provider Services	Phone: 1-888-650-3462 Email: iowaCommunityNetwork@uhc.com



Member's Contact Information

Member Services		
Iowa Medicaid Contacts		
Iowa Medicaid Member Services		Phone: 1-800-338-8366 8:00 a.m. – 5:00 p.m., Monday- Friday Fax: 515-725-1351 Email: IMEMemberServices@dhs.state.ia.us Website: https://dhs.iowa.gov/ime/members
hawk-i		Phone: 1-800-257-8563 8:00 a.m. – 6:00 p.m., Monday- Friday Website: http://www.hawk-i.org/
DHS Contact Center (Help Applying for Medicaid or Checking on an Application)		Phone: 1-855-889-7985 7:00 a.m. – 6:00 p.m., Monday- Friday
DHS Customer Service (Report a birth, change of address, income change, etc.)		Phone: 1-877-347-5678 8:00 a.m. – 4:30 p.m., Monday- Friday
MCO Contacts		
Amerigroup Iowa, Inc.	Member Services	Phone: 1-800-600-4441 Email: MPSWeb@amerigroup.com Website: http://www.myamerigroup.com/IA
AmeriHealth Caritas Iowa, Inc.	Member Services	Phone: 1-855-332-2440 Email : members@amerihealthcaritasia.com Website: http://www.amerihealthcaritasia.com
UnitedHealthcare Plan of the River Valley, Inc.	Member Services	Phone: 1-800-464-9484 Website: http://www.uhccommunityplan.com/



NEMT Contact Information

Member's MCO	NEMT Contact Information
Amerigroup Iowa, Inc.	NEMT Broker: Logisticare Phone: 1-844-544-1389
AmeriHealth Caritas Iowa, Inc.	NEMT Broker: Access2Care Phone: 1-855-346-9760
UnitedHealthcare Plan of the River Valley, Inc.	NEMT Broker: MTM Phone: 1-888-513-1613



More Information

	Information on the Web
General Information	http://dhs.iowa.gov/ime/about/initiatives/MedicaidModernization
IA Health Link	http://dhs.iowa.gov/iahealthlink
Informational Letters	http://dhs.iowa.gov/ime/providers/rulesandpolicies/bulletins
Frequently Asked Questions	https://dhs.iowa.gov/iahealthlink/faqs